

## 2009 Annual Reporting Requirements for Massachusetts Health Plans

\*information based on 2008 statistics

Insurance Provider	Grievances Filed	# Internally Approved	# Internally Denied	# Withdrawn before Resolution
<b>Aetna Health, Inc.</b>	307	69	122	2
<b>Aetna Life Insurance Company</b>	228	86	115	1
<b>Assurant Health</b>				
<b>Time Insurance Company</b>	0	0	0	0
<b>Union Security Insurance Company</b>	1	0	1	0
<b>John Alden Life</b>	3	2	1	0
<b>Boston Medical Center HealthNet Plan</b>	164	74	87	1
<b>Blue Cross and Blue Shield of Massachusetts, Inc.</b>	1987	628	1359	0
<b>Blue Cross and Blue Shield of Mass. HMO</b>	3678	2411	1267	0
<b>CIGNA HealthCare of Massachusetts, Inc.</b>	21	12	9	0
<b>Connecticut General Life Insurance Company</b>	115	62	53	0
<b>(PPO, DPP, DPPO)</b>				
<b>ConnectiCare of Massachusetts, Inc.</b>	134	n/a	n/a	n/a
<b>(Consolidated Health Plans)</b>				
<b>Nationwide Life Insurance Company</b>	0	0	0	0
<b>Fallon Community Health Plan, Inc.</b>	849	368	426	55
<b>Fallon Health &amp; Life Assurance Company</b>	42	15	25	2
<b>(The) Guardian Life Insurance Company of America</b>	31	8	22	0
<b>Harvard Pilgrim Health Care, Inc.</b>				
<b>Includes</b>				
<b>Harvard Pilgrim Insurance Company and</b>				
<b>Harvard Pilgrim Health Care of New England, Inc.</b>	1167	410	709	43
<b>Health New England, Inc.</b>	363	191	172	0
<b>Neighborhood Health Plan, Inc.</b>	110	59	48	3
<b>Neighborhood Commonwealth Care Plan</b>	52	22	29	1
<b>Markel Insurance</b>	5	2	3	0
<b>Combined Insurance Company</b>	14	14	0	0
<b>Pioneer Health Network</b>				
<b>First Health Network</b>				
<b>Network Health</b>	35	n/a	n/a	n/a

<b>Trustmark Insurance Company</b>	2	0	2	0
<b>Tufts Insurance Company</b>	83	21	62	0
<b>UNICARE Life and Health Insurance Company</b>	15	5	10	0
<b>United HealthCare Insurance Company</b>	167	58	109	0
<b>UnitedHealthcare of New England, Inc.</b>	227	80	147	0